Dealing With Difficult People

or:

Everything Is Awesome:
How I learned to deal with Jokers, Catwomen, the two-faced, and Banes of my existence
Everything Is Awesome When You’re part of a team!

- Students/CUSTOMERS
- Co-WORKERS
- Supervisors/Managers
Learning Objectives:

- Help you identify areas:
  - To enhance skills you currently have
  - Develop some new skills
- Cover some basic areas:
  - Assertiveness/Communication
  - Patience (it is more than a virtue)
- Provide you with resources to assist in dealing with difficult people
Dealing With Difficult People

- “The Office”
The #1 Problem in Dealing with Difficult People is Communication

Not a villain…but can become catty because she cannot communicate what is wrong
Communication

- The #1 Problem in Dealing with Difficult People is Communication
  - Assessment Activity
  - What patterns do you see?
  - How do these patterns impact you in dealing with difficult:
    - Customers/students?
    - Co-workers? Supervisors?
Communication: Assertiveness

- Assertive Behavior vs. Aggressive Behavior vs. Non-Assertive Behavior
  - Which irritates you more, Aggressive or Non-Assertive behavior?

- How do we apply this with our:
  - Customers?
  - Co-workers?
  - Supervisors?
Dealing With Difficult People

➢ The MOST IMPORTANT thing in dealing with difficult people:

PATIENCE!!!!
What is Patience?

- To ask my almost four year old daughter, she would tell you: “Waiting with a good attitude.”
- But that is only half the answer.

Although not a “bad cop,” can be turn bad when she is tired or hungry. Keep this in mind. Sometimes feeding a difficult person can go a long way to helping them...
Patience is:

- The ability and willingness to **endure**:  
  - *Waiting without complaining* (waiting with a good attitude) or  
  - *Being upset when faced with a difficult or challenging situation* (or person).

- It is a virtue because it is a respectable quality
Patience is NOT

- Allowing yourself to tolerate anything that someone does or accepts everything without questioning.
  - You wait and accept any delay or difficult situation after you have done your best and the right thing.
How do you develop patience?

It is hard to develop such a “character” trait. It is not something you can take a class on. Patience requires PRACTICE!

- Acceptance
- Forbearance (staying unperturbed when annoyed or provoked)
  - Poise
  - Composure
Patience: working to help you

Control vs. Patience

- The less control you have, the more patience you will be required to have
- Working with supervisors – patience may be your only tool.
- I tell my wife often – there’s a special place in heaven for you because you deal with me.
One Last Word:

- Learning NOT to take things personally
  - Comes from “The Four Agreements” by Don Miguel Ruiz (based on Toltec Wisdom)
  - “It’s Always Personal” by Anne Kreamer
  - If they are difficult with you, they are likely difficult with others. Don’t take it personally!!!
  - You Don’t Have to Be the Bad Guy
Questions and Answers?